

No. I-25034/11/2011-PIC
Government of India
Ministry of Science & Technology
Department of Science & Technology

**INVITATION OF BIDS /TENDERS FROM THE LIST OF CONSULTANTS
PROVIDED BY THE QUALITY COUNCIL OF INDIA FOR PROVIDING
CONSULTANCY SERVICES TO THE DEPARTMENT OF SCIENCE &
TECHNOLOGY TO IMPLEMENT A PROJECT FOR ISO 9001:2008 CERTIFICATION**

Department of Science & Technology, Ministry of Science & Technology, Government of India, invites bids / tenders from interested ISO 9001 Consultants and Service Providers from the enclosed list of consultants provided by the Quality Council of India for providing consultancy services to the Department for obtaining ISO 9001:2008 certification for the first phase of implementation of department-wise ISO 9001:2008 implementation. This document provides the scope, pre-qualification criteria, bidding terms and conditions and suggested response formats.

PART I: GENERAL TERMS

1. GOALS OF THIS TENDER DOCUMENT

The objective of this tender document is to solicit proposals from the interested bidders for participation in a bid process for selection of consultants to help the Department obtain ISO 9001:2008 certification for the first phase of ISO 9001 implementation.

2. BID / TENDER ISSUING AUTHORITY

This bid / tender is issued by the Department of **Science & Technology, Ministry of Science & Technology**, intended to select a bidder. Department's decision with regard to the selection of bidder shall be final and the Department reserves the right to reject any or all the bids without assigning any reason.

1	Project Title	Selection of Service Provider for obtaining ISO 9001:2008 certificate for Inspire Award Cell and GLP (Good Laboratory Practices) Division of DST
2	Project Initiator Details	
(a)	Department	Department of Science & Technology, Ministry of Science & Technology
(b)	Contact Person	Shri P. N. Prasad Director Department of Department of Science & Technology Tel: 011-26524941

(c)	Contact (Alternate) Person	(i) Shri Virender Prasad, Director Department of Science & Technology Tel : 011-26590456 (for matters regarding any clarification on INSPIRE Award Scheme) (ii) Dr. Vinita Sharma, Scientist "G" & Head, GLP Department of Science & Technology Tel: 26590339 / 26964793 (for matters regarding any clarification on Good Laboratory Practices Programme)
(d)	Contact Details	Department of Science & Technology Technology Bhavan New Mehrauli Road, New Delhi-110016 Email: egov-dst@nic.in
(e)	Website	http://www.dst.gov.in

3. TENTATIVE CALENDAR OF EVENTS

The following table enlists important milestones and timelines for completion of bidding activities:

S. No	Milestone	Date and time (dd-mm-yyyy; hh:mm)
1.	Release of Bid	29 th July 2013
2.	Bidders Conference	8 th August 2013, 1500 hours
3.	Last date for submission of written questions by bidders	13 th August 2013
4.	Response to the Queries	19 th August 2013
5.	Last date for Submission of Bids	26 th August 2013, 1500 hours
6.	Opening of Bids	2 nd September 2013, 1100 hours
7.	Declaration of selected bidder	To be informed later

4. AVAILABILITY OF THE TENDER DOCUMENT

Tender / bid document can also be downloaded from the website of the Department of Science & Technology. The bidders are expected to examine all instructions, forms, terms, project requirements and other details in the bid document. Failure to furnish complete information as mentioned in the bid documents or submission of a proposal not substantially responsive to the bid documents in every respect will be at the bidder's risk and may result in rejection of the proposal.

5. BIDDERS' CONFERENCE

Department of Science & Technology will host a bidder's Conference in Delhi at the address given under Contact Details in Section 2 above. The Conference is tentatively scheduled as per the schedule given in Section 3 above. The representatives of the interested organizations (restricted to two persons) may attend the bidders' conference at their own cost. The purpose of the conference is to provide bidders with any clarifications regarding the bids / tenders. It will also provide each bidder with an opportunity to seek clarifications regarding any aspect of the bid / tender and the project. The venue for the bid conference will be at the address given in Section 2.

6. BID PROCESSING FEES

A non-refundable processing fee of Rs. 5,000 (Five Thousand Rupees only) in the form of a Demand draft or a Pay Order drawn in favour of Pay & Accounts Officer, Department of Science & Technology, payable at New Delhi has to be submitted along with the tender / bid proposal. Bids received without or with inadequate Processing fees shall be liable to get rejected.

7. VENUE & DEADLINE FOR SUBMISSION OF PROPOSALS

Tenders/bids, in its complete form in all respects as specified in the tender document, must be submitted to Department of Science & Technology / Ministry of Science & Technology at the address specified above in Section 2. Department of Science & Technology, in exceptional circumstances and at its discretion, extend the deadline for submission of proposals by issuing an addendum to be made available on the website of the Department of Science & Technology, in which case all rights and obligations of Department of Science & Technology and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

PART II: SCOPE OF SERVICES

8. GENERAL BACKGROUND

1) INSPIRE AWARD SCHEME:

1.1 Innovation in Science Pursuit for Inspired Research (INSPIRE) is a national programme implemented by the Ministry of Science & Technology for attraction of talent amongst the

students to study Science and pursue career with research. The basic objective of the programme is to communicate to the youth of the country the excitement of creative pursuit of science, attract talent to the study of science at an early age and thus build the required critical human resource pool for strengthening and expanding the science and technology system and R&D base. The programme was launched by the Hon'ble Prime Minister on 13th December 2008. The implementation started during 2009-10.

- 1.2 INSPIRE Award Scheme is one of the five components of the INSPIRE Programme. It covers students in the age group of 10-15 years and is being implemented centrally through the States / UTs.
- 1.3 Under this scheme, during the five year period two students are selected from each middle and high school of the country for an INSPIRE Award of Rs.5000/- each for preparing a Science Project / Model. These awardees, who are students from classes 6th to 10th, then participate in a three tier competition: District, State and National Level. The projects exhibited are evaluated by a jury of experts. All the 28 states and 7 UTs are participating in the scheme. INSPIRE Award Warrant is issued directly in the name of selected student and sent to him/her through State/school authorities. Award amount includes cost of making a science project / model as well as cost of bringing the project / model at District level Centre for Exhibition / Display Competition.
- 1.4 All Awardees under the scheme participate in the District Level Exhibition and Project Competition (DLEPC). Best 5 to 10 per cent entries from the district are selected for participation in a State Level Exhibition and Project Competition (SLEPC). Best 5 per cent entries from the State/UT, subject to a minimum of 5, are selected to participate at the National Level Exhibition and Project Competition (NLEPC). At all levels, the projects are evaluated by a Jury of experts. Participation/merit certificates are issued to the selected awardees of DLEPC, SLEPC and NLEPC, as well as, mentor / teachers who guided them for the preparation of the projects. The entire cost of organizing exhibitions at district, state and national level is borne by the Department of Science & Technology (DST).
- 1.5 Merit based nomination of the students for INSPIRE Awards is done by Head Master/Head Mistress/ Principal of each school, who is required to send nomination of best children having aptitude for science, with requisite details, giving also the criteria adopted by the school for nomination and selection. District education authorities compile details of the schools in their jurisdiction in the prescribed format and send the proposal to DST through the State education authorities, for final selection.
- 1.6 All schools in the country, recognized by the District / State Education authorities, whether Government or private, aided or un-aided, run by Central Government or State Government or local bodies, and having classes 6 to 10 are eligible to participate in the scheme.

- 1.7 Proposals so received from the State authorities are processed in DST in accordance with the norms of the scheme and the list of the selected students is sent to the banker of DST for preparation of Award Warrants in the name of selected students. The Award Warrants so received from the bank are sent to State authorities for onward delivery to the selected awardees through district education authorities/ concerned schools.

2) GOOD LABORATORY PRACTICES:

- 2.1 A number of countries require manufacturers of industrial chemicals, pharmaceuticals, veterinary drugs, pesticides, cosmetic products, food products, feed additives, etc., to establish through data that use of these products do not pose any hazards to human health and the environment. Non-hazardous nature needs to be established through studies and data, which will be examined by the regulatory authorities of the concerned countries. **Good Laboratory Practice (GLP)** is a system, which has been evolved by **Organisation for Economic Co-operation and Development (OECD)** used for achieving the above goals.
- 2.2 **National GLP-compliance Monitoring Authority** was established by the **Department of Science & Technology**, Government of India, with the approval of the Union Cabinet on April 24, 2002. Presently, India enjoys the status of a provisional member of the OECD for GLP. India is an Observer to the OECD's Working Group on GLP and also a member of the OECD Test Guidelines Programme. Our aim would be to get the status of full membership in the near future so that the Indian industries do not have to get their test facility (products) certified from safety angle by other GLP monitoring authorities and do not lose on the trade front.
- 2.3 The National GLP Programme functions through an Apex Body, which has Secretaries of concerned Ministries/Departments, Director-General, CSIR and the Drugs Controller General of India as its members with Secretary, DST as its Chairman. This Apex Body is responsible to ensure that the National GLP Programme functions as per OECD norms and principles. The Apex Body is supported by Technical Committee on GLP, National Coordination Committee for OECD Test Guidelines Programme and Legislation Committee to enact a national legislation on GLP. The Authority has trained 33 experts in the country as GLP inspectors.
- 2.4 GLP-compliance certification is voluntary in nature. The test facilities/laboratories have to apply in the prescribed application form. After the application for GLP certification is received, a pre-inspection of the laboratory is carried out by the GLP inspectors, followed by a final inspection. The report, prepared by the inspection team, is put to the Technical Committee for recommendation to Chairman, National GLP- Compliance Monitoring Authority. GLP-compliance Certification is valid for a period of three years

and the GLP Secretariat organizes annual surveillance and a re-assessment during third year for maintaining the certification.

2.5 Industries/test facilities/laboratories dealing with above chemicals and looking for approval from regulatory authorities before marketing them, may apply to the National GLP-compliance Monitoring Authority for obtaining GLP-compliance Certification for one or more of the following areas of expertise:

- physical-chemical testing
- toxicity studies
- mutagenicity studies
- environmental toxicity studies on aquatic and terrestrial organisms
- studies on behaviour in water, soil and air
- bio-accumulation, residue studies
- studies on effects on mesocosms and natural ecosystems
- analytical and clinical chemistry testing
- Others (to be specified)

9. TERMS OF REFERENCE:

The terms of reference for the consultant will include the following

- a. To assist the government department to constitute the Steering Committee and ISO Project team who will be responsible for implementing ISO 9001:2008 requirements
- b. To determine the scope of ISO 9001:2008 implementation under the first phase, and finalize the same through discussion with the Steering Committee. The consultant should define such a scope for which ISO 9001:2008 requirements may be implemented within a time period of four months.
- c. To perform gap analysis of the existing documentation of the department against the requirements of ISO 9001:2008 and produce a gap analysis report.
- d. To plan together with the ISO project team of the department on the ways to address the gaps in order to develop the necessary documentation for ISO 9001:2008 certification
- e. To develop all mandatory procedures as required in ISO 9001:2008 and guide the ISO project team on implementing the same.
- f. To develop customised training course material in soft copy (as well as hard copy) for conduct of all necessary trainings.
- g. To conduct required trainings that will include (i) top/senior management briefing; (ii) planning, documentation and implementation workshop for ISO project team and, (iii) awareness programme for all employees
- h. To advise the ISO steering committee on change management and the success factors to support effective implementation of ISO 9001:2008.

- i. To conduct Internal Auditors training and guide the Internal Auditor team in conducting required numbers of internal audits.
- j. To assist in evaluation of implemented ISO 9001:2008 quality management system through internal audits including closure actions.
- k. To offer close guidance in the preparation and review of final documents prior to certification.
- l. To assist in coordination of required management reviews prior to certification.
- m. To guide the ISO project team to take the necessary corrective actions on identified non-conformities and final review of documents
- n. To guide the ISO Project team in making an application for certification
- o. To co-ordinate during final certification of the department and ensure the department is certified by a select certification body
- p. Any other task to ensure the certification of the department
- q. Submit weekly MIS report to Top Management of the Department with a copy to QCI appointed experts and Performance Management Division (PMD), Cabinet Secretariat.

10. TIME FRAME:

The ISO 9001: 2008 will be implemented in phases. The time period for the first phase will be 4 months from the date of award of the contract. In the first phase , the scope of application will cover Inspire Award Cell and GLP (Good Laboratory Practices) Division of DST consisting of around 20-25 staff members .

PART III: BIDDING TERMS AND PRE-QUALIFICATION CRITERIA

11. CONDITIONS UNDER WHICH THIS TENDER DOCUMENT IS ISSUED

- i. This tender document is not an offer and is issued with no commitment. Department of Science & Technology reserves the right to withdraw the tender and change or vary any part thereof at any stage. Department of Science & Technology also reserves the right to disqualify any bidder, should it be so necessary at any stage.
- ii. Department of Science & Technology reserves the right to withdraw this tender if DST determines that such action is in the best interest of the Government of India.
- iii. Timing and sequence of events resulting from this tender shall ultimately be determined by Department of Science & Technology.
- iv. No oral conversations or agreements with any official, agent, or employee of Department of Science & Technology shall affect or modify any terms of this tender and any alleged oral agreement or arrangement made by a bidder with any department, agency, official or employee of Department of Science & Technology shall be superseded

by the definitive agreement that results from this tender process. Oral communications by Department of Science & Technology to bidders shall not be considered binding on Department of Science & Technology, nor shall any written materials provided by any person other than Department of Science & Technology.

- v. Neither the bidder nor any of the bidder's representatives shall have any claims whatsoever against Department of Science & Technology or any of their respective officials, agents, or employees arising out of, or relating to this tender or these procedures (other than those arising under a definitive service agreement with the bidder in accordance with the terms thereof).
- vi. Applicants who are found to canvass, influence or attempt to influence in any manner the qualification or selection process, including without limitation, by offering bribes or other illegal gratification, shall be disqualified from the process at any stage.
- vii. Each applicant shall submit only one Pre-qualification requirements proposal.

12. RIGHTS TO THE CONTENT OF THE PROPOSAL

For all the bids received before the last date and time of bid submission, the proposals and accompanying documents will become the property of Department of Science & Technology and will not be returned after opening of the bids. Department of Science & Technology is not restricted in its rights to use or disclose any or all of the information contained in the proposal and can do so without compensation to the bidders. Department of Science & Technology shall not be bound by any language in the proposal indicating the confidentiality of the proposal or any other restriction on its use or disclosure.

13. ACKNOWLEDGEMENT OF UNDERSTANDING OF TERMS

By submitting a proposal, each bidder shall be deemed to acknowledge that it has carefully read all sections of this tender document, including all forms, schedules and annexure hereto, and has fully informed itself as to all existing conditions and limitations.

14. EVALUATION OF PROPOSALS

The bidders' Proposals in the bid document will be evaluated as per the requirements specified in the tender and adopting the qualification criteria spelt out in this tender document. The Bidders are required to submit all required documents in support of the qualification criteria specified (e.g., detailed project citations and completion certificates, client contact information for verification, profiles of project resources and all others) as required for evaluation.

15. LANGUAGE OF PROPOSALS

The proposal and all correspondence and documents shall be written in English.

16. ELIGIBILITY CRITERIA

The consultant who will be engaged should have extensive and proven mix of skill and expertise in the field of ISO 9001:2008 certification. Previous experience of similar work is essential. The consultant must meet the following minimum criteria

- a) It is desirable that Consultant should have executed minimum five (5) ISO 9000/ISO 9001 projects in the government/PSU sector / large public limited organisations.
- b) The team leader of Consultant should have a minimum of 10 years of professional experience in ISO 9000 / ISO 9001 consulting
- c) The team members of the Consultant will be qualified lead assessors.

The consulting organisations can also be allowed to bid as a consortium for this project. However in such a situation consultants in individual partner organisations need to have an active role. In such case evidence towards existence and rationale for consortium needs to be furnished.

17. DOCUMENTARY EVIDENCE TO BE SUBMITTED TO SUPPORT ELIGIBILITY

- a) Contract/work orders indicating the details of assignment, client, value of assignment, date and year of award.
- b) Detailed resume of the team leader and team members indicating the details of qualifications and professional experience
- c) Certificate of lead assessor course undergone by the team leader and team member(s).
- d) Completion certificates of previous projects undertaken (Desirable). In case the organisation is not able to submit completion certificates, submission of complete contact details (Telephone No , address , organisation name) of the contact person where the work has been done is mandatory.

18. PROPOSAL SUBMISSION

Interested consultant should submit both technical and financial proposals in two parts namely.

- a. Technical
- b. Financial

The technical and financial proposal must be submitted in two separate sealed envelopes indicating clearly on envelopes as **“TECHNICAL PROPOSAL”** and **“FINANCIAL PROPOSAL”**. Financial proposal to indicate a warning **“DO NOT OPEN WITH THE TECHNICAL PROPOSAL”**. The envelopes containing the Technical and Financial Proposals shall be placed into an outer envelope and sealed. This outer envelope shall bear the title of the assignment *“Engagement of Consultant for providing consultancy services for obtaining ISO 9001:2008 certification of DST”*.

i. TECHNICAL PROPOSAL CONTENT

Technical Proposal should be prepared considering the Terms of Reference, Detailed Approach & Methodology, Activity Schedule & Deliverables, Time period and any other information to highlight the capability of the consultant.

Technical Proposal must include:

- a. Brief description about the Consultant
- b. **Consultants experience:** In addition to overall experience of the consultant, details of specific consultancy projects/studies undertaken may be provided including Assignment / project name, description of services provided, approximate value of assignment, country & location, duration of assignment, name of client, starting & completion dates, names of associates (other than employees), if any. Consultancy experience of helping government departments / PSUs / large public limited organizations obtain ISO 9001:2008 may be specifically mentioned.
- c. Approach
- d. Methodology
- e. Work Plan and Schedule
- f. Team size
- g. Detailed Resume of the Team leader and team members of the consultant (with copies of certificates to support qualifications)

ii. FINANCIAL PROPOSAL CONTENT

- Financial proposal (In Indian Rupees) should be in the form of a lump sum amount inclusive of all taxes for the entire *Scope of Services*.
- The lump sum quote should be inclusive of all expenses which the consultant may incur while executing the assignment including Travel, Boarding & Lodging as required.

19. THE EVALUATION OF PROPOSAL

The technical proposal will be evaluated as per the following criteria.

S. No	Description	Break up of marks
1	Past Experience in work of similar nature (Govt./PSU)	50 Marks
1.1	Past experience of similar nature in terms of no of assignments (facilitation in ISO Implementation projects) <ul style="list-style-type: none">• Number of assignments : Less than 5 (20 Marks)• Number of assignments: 10 (30 Marks)• Number of assignments: between 10 and 20 (40)	

	<p><i>Marks)</i></p> <ul style="list-style-type: none"> Number of assignments: 20 & above (50 Marks) <p><i>Marks will be awarded based on work order of assignments of similar nature, enclosed along with the Technical proposal</i></p>	
2	Skills & competencies	40 Marks
2.1	Professional Experience (team leader) <ul style="list-style-type: none"> Between 10 and 15 yrs (10 Marks) Above 15 years (20 Marks) 	
2.2	Team leader qualification <ul style="list-style-type: none"> Graduation and qualified lead assessor (10 Marks) Post-graduation/Engineering qualification and qualified lead assessor (20 Marks) 	
3	Team Size	10 Marks
3.1	Team size including team leader Up to 4 (5 Marks) More than 4 (10 Marks)	
Total		100 Marks

- Evaluations will be based on documentary evidence submitted by the applicant with respect to evaluation / selection criteria.
- The technically qualified consultants will be ranked based upon their marks.
- The financial proposals of consultants getting above 70 % marks ONLY will be opened and the final selection will be made based upon the lowest cost quoted.
- The consultant can bid for any number of projects with Departments but accept award of projects for a maximum five Government organisations under this scheme. Once five projects have been accepted by the consulting organisation, it cannot bid for more.

20. LAST DATE FOR SUBMISSION OF PROPOSAL

The last date for submission of proposal is 26th August 2013

The proposals should be addressed to: **Under Secretary(PIC), Department of Science & Technology, Technology Bhavan, New Mehrauli Road, New Delhi-110006**

